



STATE OF MISSOURI
OFFICE OF ADMINISTRATION
DIVISION OF PURCHASING AND MATERIALS MANAGEMENT

NOTIFICATION OF STATEWIDE CONTRACT

September 7, 2006

TITLE: PC Prime Vendor Services

CONTRACT PERIOD: JULY 1, 2006 THROUGH JUNE 30, 2007

BUYER: Brent Dixon
Division of Purchasing and Materials Management
Telephone: (573) 751-4903
Fax: (573) 526-9818
Email Address: brent.dixon@oa.mo.gov

Original Contract Period	Total Renewal Options Available	Potential Final Expiration
July 1, 2003 through June 30, 2005	1	June 30, 2006

THE USE OF THIS CONTRACT IS **MANDATORY** FOR ALL STATE AGENCIES.

Local Purchase Authority shall not be used to purchase supplies/services included in this contract unless specifically allowed by the contract terms.

Instructions for use of this contract, specifications, requirements, and pricing are attached.

CONTRACT NUMBER	VENDOR NUMBER	VENDOR INFORMATION	MBE/WBE	COOP PROCUREMENT
C203005001	4319128950 5	World Wide Technology, Inc. 58 Weldon Parkway St. Louis, MO 63043-3101 Phone: (888) 234-8898 Fax: (800) 775-5475 Web Address: http://www.wwt.com/missouri	Yes	Yes

STATEWIDE CONTRACT HISTORY

The following summarizes actions related to this Notification of Statewide Contract since its initial issuance. Any and all revisions have been incorporated into the attached document.

Contract Period	Issue Date	Summary of Changes
07/01/2006 – 06/230/07	09/07/06	◆ Renewed contract to allow for lease payments only.
07/01/2005 – 06/30/2006	06/13/06	◆ Extended Contract Period Through September 30, 2006
07/01/2005 – 06/30/2006	02/23/06	◆ Revised Paragraph 1.4 – Single Point of Contact to update the contact information for the operations manager and inside sales representatives.
07/01/2005 – 06/30/2006	12/14/05	◆ Revised Paragraph 1.22 – Printer Bulk Buy Information ◆ Revised Paragraph 1.21 – PC Interim Buy Information
07/01/2005 – 06/30/2006	08/23/05	◆ Revised Paragraph 1.22 - Printer Bulk Buy Information
07/01/2005 – 06/30/2006	07/05/05	◆ Revised Paragraph 1.4 – Single Point of Contact to update the contact information for the operations manager and inside sales representatives. ◆ Revised Paragraph 6.2 – Complaint Notification to update primary contact information. ◆ Revised Attachment B – Customer Incident Report to update the primary contact information.
07/01/2005 – 06/30/2006	04/22/05	◆ Revised Paragraph 1.21 – PC Interim Buy Information ◆ Revised Attachment A
07/01/2005 – 06/30/2006	03/23/05	◆ Renewed contract through June 30, 2006.
07/01/2003 – 06/30/2005	01/31/05	◆ Revised the mail-in/carry-in address in paragraph 4.5.2.c. and phone number in paragraph 4.5.4.
07/01/2003 – 06/30/2005	01/26/05	◆ Updated WWT's mailing address.
07/01/2003 – 06/30/2005	01/24/05	◆ Computers Plus, Inc. has been replaced by Ultreya Business Group as the third party maintenance provider. ◆ Removed Perpetual Systems from the Required Hardware Table under Paragraph 2.1.
07/01/2003 – 06/30/2005	01/05/05	◆ Revised the Buyer of Record's Email Address
07/01/2003 – 06/30/2005	11/19/04	◆ Revised Paragraph 1.19 – Product Returns ◆ Revised Paragraph 2.1 – Required Hardware to add Sharp to the Printer/Printer-Based Multifunctional Equipment for Printer-Based Multifunctional Equipment Only. ◆ Added Paragraph 4.9 – Prime Vendor Contract Leasing
07/01/2003 – 06/30/2005	10/21/04	◆ Revised Paragraph 1.4 – Single Point of Contact to update the contact information for the inside sales representatives.
07/01/2003 – 06/30/2005	08/31/04	◆ Added Paragraph 1.21 - PC Bulk Buy Information ◆ Added Paragraph 1.22 - Printer Bulk Buy Information
07/01/2003 – 06/30/2005	11/25/03	◆ Revised Paragraph 1.4 – Single Point of Contact. ◆ Revised Paragraph 1.7 – Purchase Less Than \$100. ◆ Revised Paragraph 2.1 – Required Hardware to add printer based multi-functional devices and change the requirement on scanners to 45 ppm or less ◆ Revised Paragraph 3.2 – Volume License Agreements (VLAs)
07/01/2003 – 06/30/2005	09/16/03	◆ State employees and retirees can not use this contract (see Paragraph 1.2) ◆ Revised Paragraph 1.7 – Purchase Less Than \$100.

		♦ Paragraph 1.8 – Standardized Bundle Pricing has been deleted. ♦ Revised Hardware Flowchart
07/01/2003 – 06/30/2005	07/14/03	♦ Issuance of Contract

TABLE OF CONTENTS

1. GENERAL CONTRACT INFORMATION:

- 1.1 Purpose
- 1.2 Eligible Users
- 1.3 Single Point Of Contact
- 1.4 Acquisition Options/Pricing
- 1.5 Purchase Order Issuance
- 1.6 Contract Line Items
- 1.7 Electronic Funds Transfer (EFT)
- 1.8 PC Prime Vendor Contract Leasing

2. CONTINUING QUALITY IMPROVEMENT

- 2.1 Complaint Notification

3. ATTACHMENTS

- 3.1 Attachment A – Customer Incident Report

1. GENERAL CONTRACT INFORMATION

1.1 Purpose:

The purpose of this statewide contract is to provide state agencies the ability to continue to make lease/purchase for microcomputer (PC) related hardware (server, desktops, laptops, thin clients, printers, peripherals and supplies), and software on an as needed basis through a “Prime Vendor” type arrangement. The state agencies point of contact for all payments is the prime vendor, World Wide Technology, Inc. (WWT). The “Prime Vendor” will be the single-point-of-contact and responsibility for all products and services provided herein, including responsibilities and liabilities for all problems relating to any hardware, software and/or service.

1.2 Eligible Users:

1.2.1 State Agencies: All state agencies under RSMo Chapter 34 must use this contract for all microcomputer-related products and services. Exceptions to this are described herein. (See the attached flowcharts to determine situations for contract use.)

1.2.2 Colleges/Universities, Legislative/Judicial: All state colleges and universities, as well as the Legislative and Judicial branches of state government may use this contract for acquisitions of microcomputer-related products and services. The exceptions as indicated above apply to colleges/universities and legislative/judicial entities as well.

1.2.3 Cooperative Procurement Entities: Cooperative procurement entities may use this contract for acquisition of microcomputer-related products and services. The exceptions as indicated above apply to cooperative procurement entities as well.

1.3 Single Point Of Contact:

WWT has partnered with other organizations to provide the State of Missouri a full range of microcomputer-related hardware, software, and services. WWT is committed to assuring a level of satisfaction in all areas of the contract by assuming responsibilities as the single point of contact regardless of the subcontract arrangements made.

WWT has established a Voice Response Unit (VRU) with a dedicated toll-free number (888) 234-8898 to serve as the single contact point for all microcomputer needs.

1.4 Acquisition Options/Pricing:

WWT offers a 36-month lease/purchase financing mechanism. The state agency must contact WWT for obtaining lease pricing/information. The lease shall commence upon the date of installation and acceptance by the State of Missouri. Lease pricing shall remain firm through the term of the lease.

1.5 Purchase Order Issuance:

State agencies must issue a purchase order to initiate order processing. The hard copy purchase order may be submitted via either mail or fax. The information on the purchase order should include the contract number, purchase order number, state agency contact and phone number, vendor name and address, vendor number, contract line item number (see below), quantity and unit price of each item ordered, end user name and phone number (if other than state agency contact), and customer number (see WWT’s web site or call WWT, to obtain your agency’s customer number).

If any of the above information is omitted on a purchase order, delays in processing may occur. If ordering a computer system that is custom configured on the WWT web site, the quote number that is provided by the manufacturer must be provided on the purchase order, and a printed copy of the quote must accompany the purchase order when mailed or faxed.

1.6 Contract Line Items:

The following contract line items must be used when ordering:

001 (C/S 20453) Microcomputer, Desktop or Tower based

002 (C/S 20899) Software, Microcomputer

1.7 Electronic Fund Transfer (EFT):

In order to more efficiently pay vendors and reduce costs, the Office of Administration is strongly encouraging agencies to make payments to the contract via electronic funds transfer (EFT) whenever possible.

WWT's invoices will contain a unique invoice number to properly apply state EFT payments to invoices.

On the VEN2 screen, the EFT Status field will say "Active" if the vendor is eligible for EFT payment. If the vendor is eligible for EFT payment, agencies should let the payment voucher default to EFT payment and not override to request a paper check. Overriding of EFT payments will be monitored and addressed with the Financial Management Advisory Committee (FMAC) if necessary.

The EFT addendum record that is sent to the bank includes several data segments such as header, payment order/remittance advice, payee, payer and trailer information. The EFT addendum record contains the same information that is available on a paper check stub including the following key information for vendors to identify the payment:

- Transaction Date
- Vendor Name
- Vendor Code
- Agency Code
- Agency Short Name
- Organization Code
- Organization Name
- Vendor Invoice Number
- Transaction Amount
- Voucher Number
- Vendor Invoice Date

1.8 PC Prime Vendor Contract Leasing:

Any lease transaction requested by Lessee and provided by Lessor shall be specified in an initial State-issued purchase order for the leased equipment. The initial purchase order shall refer to and incorporate by reference the Contract (C203005001) and shall constitute the lease for the individual items contained therein for the equipment specified therein.

All equipment that is available through this contract may be leased. All products leased must comply with the standards established by the Architecture Review Committee (ARC).

The initial order shall minimally include the following information specific to the lease transaction:

- 1) The specific equipment being leased;
- 2) The purchase price (principal amount) of the equipment;
- 3) The lease method (Fair Market Value Lease or Lease/Purchase Financing) and the lease term (24-month or 36-month);

- 4) The monthly payment amount;
- 5) The effective date of the lease and the date the first payment will be due
- 6) If Lease/Purchase Financing, an amortization schedule that minimally identifies each payment, the portion of the payment that satisfies interest obligations, the portion of the payment that is applied against the principle balance, and the new principle balance after the payment is made.

Fair Market Value Lease Rate:

The Base Lease Rate Factor listed below is based upon the current Like Term U.S. Treasury Rate (Base LTT) below. On the date that the Lease Schedule is sent to Lessee, the Base Lease Rate Factor will be adjusted up or down depending on changes in Like Term U.S. Treasuries at which point it shall remain fixed. The Base Lease Rate Factor will be adjusted by the amount listed under LFR Adjustment for every one basis point change in the base Like Term U.S. Treasuries (LTT) listed below.

Lease Term	Base Like Term Treasuries (LTT) Rate	Base Lease Rate Factor (BLR)	Lease Rate Factor (LRF) Adjustment to Change in LTT
24 Months	2.60%	4.399%	.000415%
36 Months	2.86%	3.248%	.000465%

Lease/Purchase Tax Exempt Lease Rates:

The Base Lease Rate Factor listed below is based upon the current Like Term U.S. Treasury Rate (“Base LTT”) below. On the date that the Lease Schedule is sent to Lessee, the Base Lease Rate Factor will be adjusted up or down depending on changes in Like Term U.S. Treasuries at which point it shall remain fixed. The Base Lease Rate Factor will be adjusted by the amount listed under LFR Adj. for every one basis point change in the base Like Term U.S. Treasuries (LTT) listed below.

Lease Term	Base Like Term Treasuries (LTT) Rate	Base Lease Rate Factor (BLR)	Lease Rate Factor (LRF) Adjustment to Change in LTT
24 Months	2.60%	4.698%	.000415%
36 Months	2.86%	3.266%	.000465%

Please go to <http://www.federalreserve.gov/releases/h15/Current/> to obtain the current U.S. Treasury Rate. Once at the site please page down to Treasury Constant Maturities and look at the 2 and 3-year term and then page over the right to last column it provides the latest rate.

2. CONTINUING QUALITY IMPROVEMENT

2.1 Complaint Notification:

A primary focus of the Missouri PC Prime Vendor contract is customer satisfaction. State agencies not satisfied with the performance of the contractor regarding a specific order, maintenance repair, return authorization, the web site, order invoicing, product or pricing information response time, or any other issue, should follow these steps to alert WWT and/or the Division of Purchasing and Materials Management of your situation.

3. ATTACHMENTS

3.1 Attachment A – Customer Incident Report



CUSTOMER INCIDENT REPORT

Step 1: Should an issue or concern arise, discuss your concerns *as soon as possible* with a member of the WWT Management Team and document your contact with them. In most cases, a satisfactory resolution should be achieved at this step.

The members of the WWT Management Team responsible for the Missouri PC Prime Vendor Contract are:

Primary Contact: **Lynda Terranova**, Inside Sales Manager (314)-301-2566

Secondary Contact: **Jim Mazzio**, Contract Manager (314) 919-1480

Step 2: In the event that you are not completely satisfied with the resolution or actions taken in **Step 1**, contact the buyer in the Division of Purchasing and Materials Management responsible for this contract, (name, telephone number and e-mail are listed on page 1) or submit a *Customer Incident Report* (See attached form below or submit a Customer Incident Report electronically at <http://www.oa.state.mo.us/purch/cgi/custinced.htm>).

Step 3: If the situation cannot be resolved in any of the previous steps, the buyer will escalate the incident to the Missouri Prime Vendor Oversight Committee for final resolution.

Prime Vendor
Missouri
CUSTOMER INCIDENT REPORT

Customer's Description of Issue:

Department/Agency		Division/Unit	
<input type="text"/>		<input type="text"/>	
Contact Person		Contact Title	
<input type="text"/>		<input type="text"/>	
Contact Telephone		Contact E-mail	
<input type="text"/>		<input type="text"/>	
Street Address	City	State	Zip Code
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
Order Number (if applicable)			
<input type="text"/>			

Problem(s): (check all that apply)

- ☐ **Excessive Delivery Time**
☐ **Unresolved System/Component Failure**
☐ **Unresolved Support Problem**
☐ **Unresolved Pricing Issue**
☐ **Lack of Notification of Discontinued Ordered Item/Delivery Timeframe Change**
☐ **Slow Follow-up to Information/Service Request**
☐ **Other**

Incident Details:

Resolution Requested:

Attachment A